

Education

Montgomery
HOSPICE

2018 Annual Report

Collaboration

Dignity

Our Mission

To gentle the journey through serious illness and loss
with skill and compassion.



LETTER FROM THE BOARD

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(as of December 31, 2018)

Over the past 20 years, Montgomery Hospice and the Montgomery County region have benefited tremendously from Ann Mitchell's passion and dedication. From the opening of Casey House—the only dedicated in-patient hospice in the county—to advocacy work at a regional level, Ann's visionary leadership has helped promote hospice and increased access to end-of-life care education.

Her fierce dedication, kindness of spirit, and genuine commitment to creating an inclusive and diverse workplace, have provided a steady and guiding force during her tenure as CEO. She is surrounded by a group of strong, driven senior leaders who, like Ann, care deeply about Montgomery Hospice's mission and abide by its core values of compassion, dignity, dedication and collaboration.

The Board of Directors is pleased to recognize Ann's outstanding contributions and honor her.

Lya M. Karm, M.D.,
Chairman, Board of Directors



Our Vision

To bring comfort by providing the best care to our community's multicultural residents who are facing serious illness and loss.

To be the best workplace for staff and volunteers.



PRESIDENT'S LETTER

As I look back over this past year, I am always struck by the outstanding dedication and compassion of the Montgomery Hospice staff. From the doctors, nurses, and hospice aides to the social workers, chaplains, and bereavement counselors, these professionals carefully serve our patients and their families. Along with the mission-driven staff who work in the office, the employees are the reason we have been successful.



For thirty-seven years, the Montgomery Hospice staff and volunteers have worked hard to manifest the inner principles and beliefs that have sustained the organization. It is thanks to them, and with the generosity and unfaltering commitment of the community, that Montgomery Hospice has been able to “gentle the journey” for our neighbors living with serious, time-limiting illnesses.

In fact, financial contributions have given Montgomery Hospice the ability to focus on the things that matter most—our patients and their families. Your generosity has given peace of mind by providing comprehensive end-of-life care regardless of the lower payments from insurance companies or whether a patient has insurance. Our donors and corporate partners make sure that all services mentioned in this report will be provided to everyone in need. Montgomery Hospice is abiding by its values, and proud of the results. We are very thankful and hope that in the coming year, we will continue to have you as our champion.

Ann Mitchell, M.P.H.
President & CEO

Our Values

Dignity

Compassion

Dedication

Collaboration



MONTGOMERY HOSPICE VITAL STATISTICS 2018

Number of Patients: **2,381**

Number of Patients at Casey House: **559**

Number of People Receiving Grief Support: **4,330**

Number of Active Volunteers: **340**

Number of Patients Visited by Volunteers: **1,065**

Charity Care for Uninsured Patients: **\$493,159**

Number of Employees: **322**

Our core values are the inner principles and beliefs of our employees and volunteers. They are our motivation, guiding our decisions and sustaining us in our daily work with our patients and families, coworkers, and the community.



CLINICAL STAFF

Physicians: **9**

Nurse Practitioners: **6**

Nurses (RN): **119**

Nurses (LPN): **8**

Certified Nursing Assistants: **57**

Spiritual Counselors: **16**

Social Workers: **24**

Bereavement Counselors: **8**

Massage Therapists: **2**

Music Therapists: **2**

Clinical Aromatherapist: **1**

Dignity

We affirm the right of our patients to be treated with respect,
and to be honored as unique individuals.





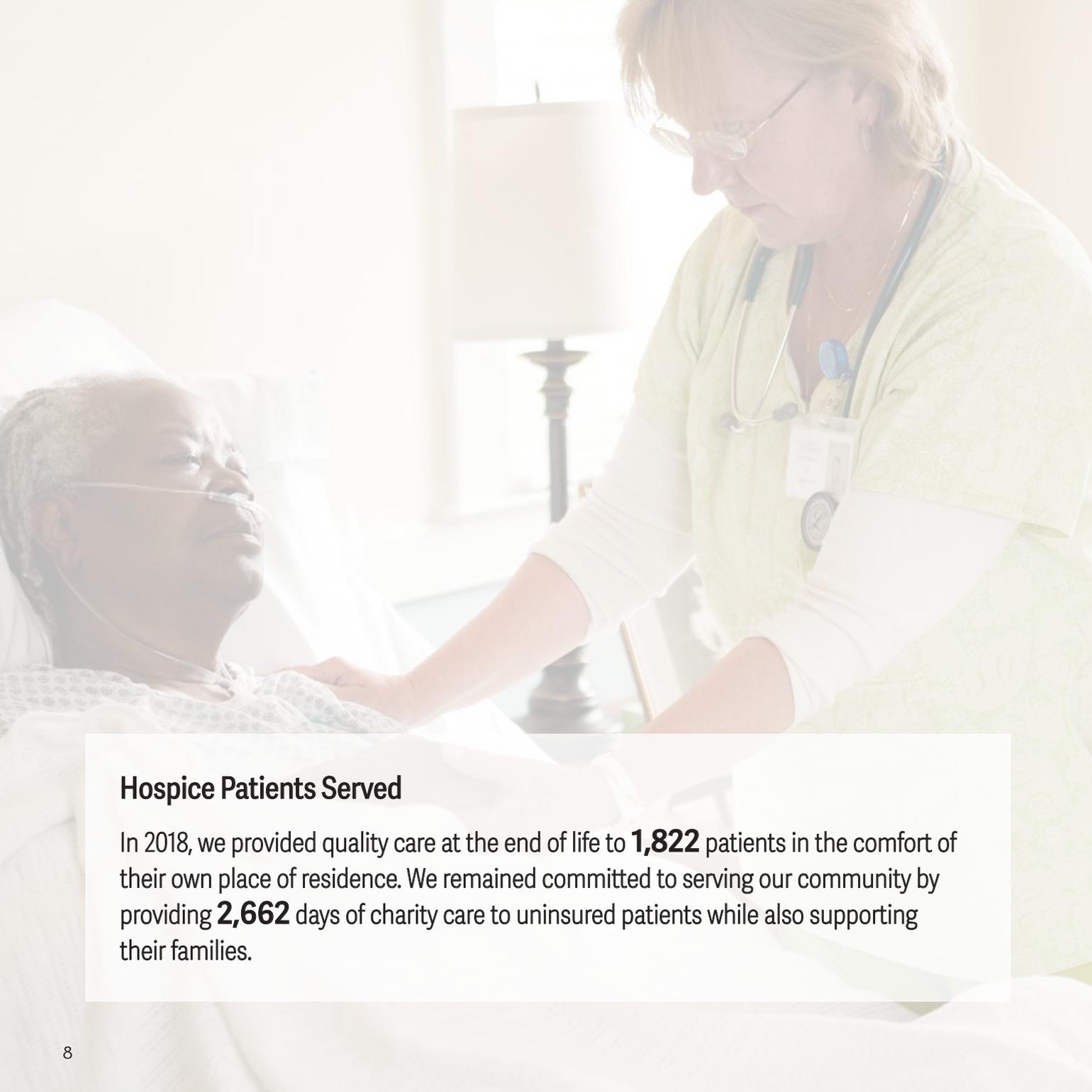
WE HONOR VETERANS



*Thank you for your service to our Nation.
Thank you for the sacrifices you made
and your willingness to serve our Country.*

In 2018 we served and honored **357** Veterans.

Montgomery Hospice is committed to focusing on the particular psychosocial, physical, and spiritual aspects of end-of-life care for Veterans. We pledge to honor them, and we have partnered with the Veterans Administration and the National Hospice and Palliative Care Organization to provide quality care to veterans and their families.



Hospice Patients Served

In 2018, we provided quality care at the end of life to **1,822** patients in the comfort of their own place of residence. We remained committed to serving our community by providing **2,662** days of charity care to uninsured patients while also supporting their families.



Casey House

We cared for **559** patients and their families at our intensive care facility. Casey House offers a comfortable, home-like space where patients get care as needed, allowing families to spend precious time and make memories together.



“This has been the most difficult decision of our lives but having your compassionate and competent team has been a relief. We don’t know how we would have managed without you.”

Montgomery Kids patient’s parents

MONTGOMERY KIDS

Gentling the journey of a family with a seriously ill child is a privilege.

In 2018, Montgomery Kids' dedicated team of physicians, nurses, social workers, chaplains and hospice aides supported **28** families in our community.

Every professional brings skilled care, comfort, and joy to each of these children and their loved ones when they need it the most.

Compassion

Compassionate care, partnered with professional excellence,
is the heart of our service.



A photograph of a nurse with curly hair, wearing purple scrubs with a white heart pattern and a stethoscope, smiling and holding the hand of a patient lying in a hospital bed. The patient is wearing glasses and a white hospital gown. The background is a soft-focus hospital room.

"I want to thank you and your exceptional doctors and nurses for the kind and compassionate care you gave my sister during the final months of her life. It was very reassuring that your medication orders allowed her to be as comfortable as possible. Those few months were the most peaceful, calm and pain-free days she lived during her illness."

A patient's sister



“I am grateful for the grief group Montgomery Hospice led, for your kindness and compassion throughout our weeks together.

I feel lucky to have your support and want you to know that your direction was a very real part of my healing.”

A bereavement group member

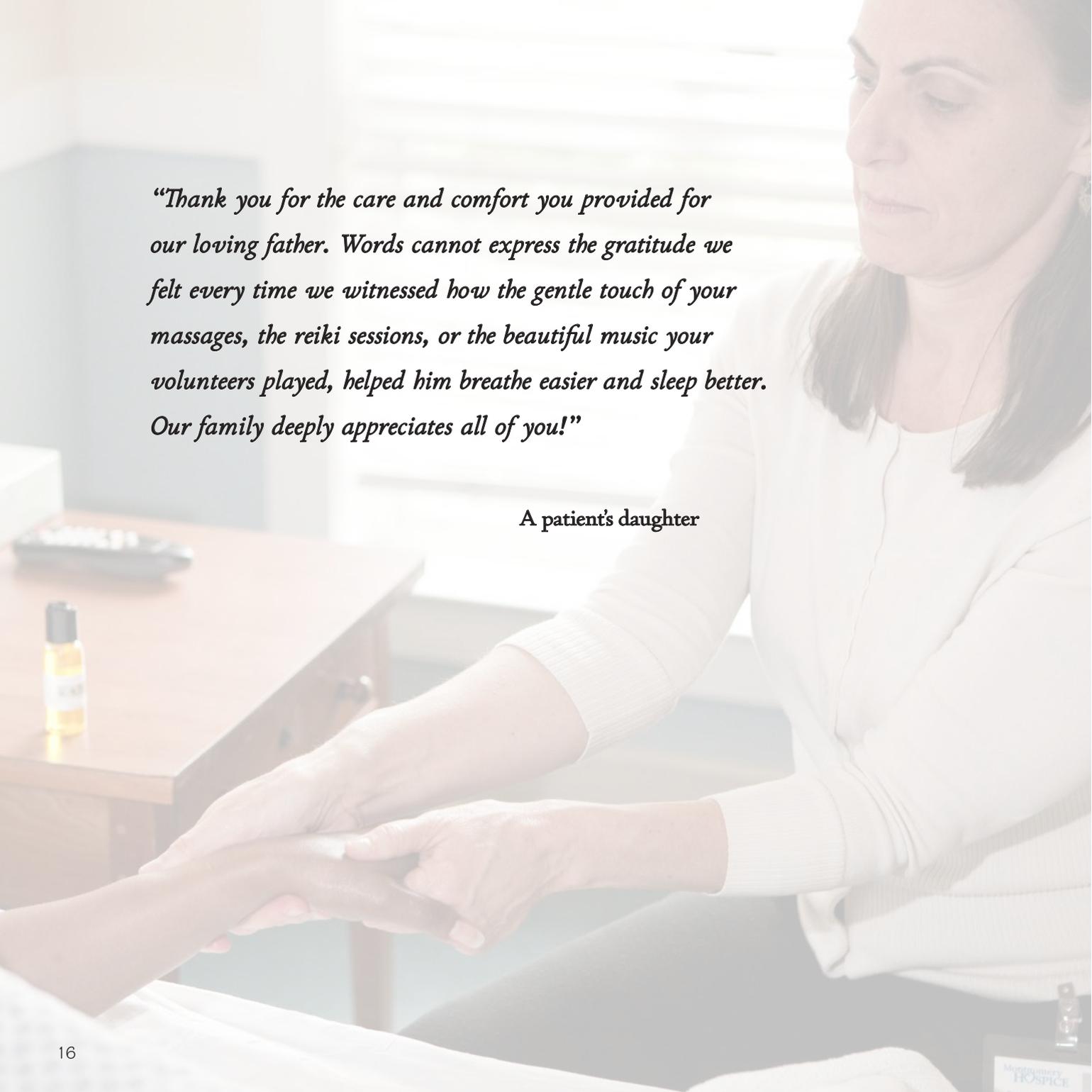
BEREAVEMENT

MOVED BY COMPASSION

Montgomery Hospice understands that compassionate support for our families does not end with the death of a loved one. Our professional grief counselors reach out to those who are grieving in order to offer support in the year to follow. We also extend our circle of compassion to include the larger community of Montgomery County.

In this past year, our professional bereavement staff has cared for **4,330** family members, made **15,049** counseling phone calls, sent **15,999** mailings and offered **62** support groups and workshops in clinical, professional, religious and business settings across the county.

We believe that offering skilled grief care for our families and being a supportive neighbor in our community embodies the core value of compassion.

A woman with dark hair, wearing a white long-sleeved sweater, is shown from the chest up, looking down at a patient's hand. She is gently holding the patient's hand with both of her hands. The patient's hand is resting on a white surface, likely a bed or table. In the background, there is a wooden table with a small yellow bottle and a black remote control. The overall scene is softly lit, suggesting an indoor setting like a hospice or home care facility.

“Thank you for the care and comfort you provided for our loving father. Words cannot express the gratitude we felt every time we witnessed how the gentle touch of your massages, the reiki sessions, or the beautiful music your volunteers played, helped him breathe easier and sleep better. Our family deeply appreciates all of you!”

A patient's daughter

COMPLEMENTARY AND INTEGRATIVE THERAPIES

The Complementary and Integrative Therapies Program combines holistic services that provide comfort and symptom relief to patients and caregivers. Though uncompensated by insurance, they are customized to the needs of each patient and their families by our staff and volunteers.

In 2018 your generosity allowed us to offer:

- 2,455 Comfort Touch® massage visits
- 1,566 Lavender oil hand massages
- 298 Reiki visits
- 1,510 Pet visits
- 885 Music Therapy visits
- 1,589 Music by the bedside visits
- 706 Aromatherapy blends



Dedication

We are committed and privileged to ease the burdens and challenges that our patients and families face.



3,595

PHYSICIANS HOME VISITS

34,682

NURSES HOME VISITS

“There are no words that could ever explain how magical it was to be able to send my mother off to her favorite music, amongst her family and friends.”

A patient's daughter



IN 2018 OUR 340 ACTIVE VOLUNTEERS GENEROUSLY DID:

12,945

HOME VISITS

1,065

PATIENTS SERVED

21,105

HOURS DONATED

145,231

MILES DRIVEN

Education

We are committed to sharing our clinical expertise and
end-of-life care experience.





“Thank you for providing valuable and affordable professional training. Having a more solid understanding of hospice and end-of-life care gives me the tools to better assist my patients and their families.”

A training attendee

CENTER FOR LEARNING

Montgomery Hospice Center for Learning strives to educate healthcare professionals and community members about end-of-life care issues.

In 2018 we educated **3,716** professionals and community members by offering:

55 Educational Trainings with **1,972** attendees.

21 Continuing Education trainings to **831** professionals.

8 Webinars attended by **361** professionals.

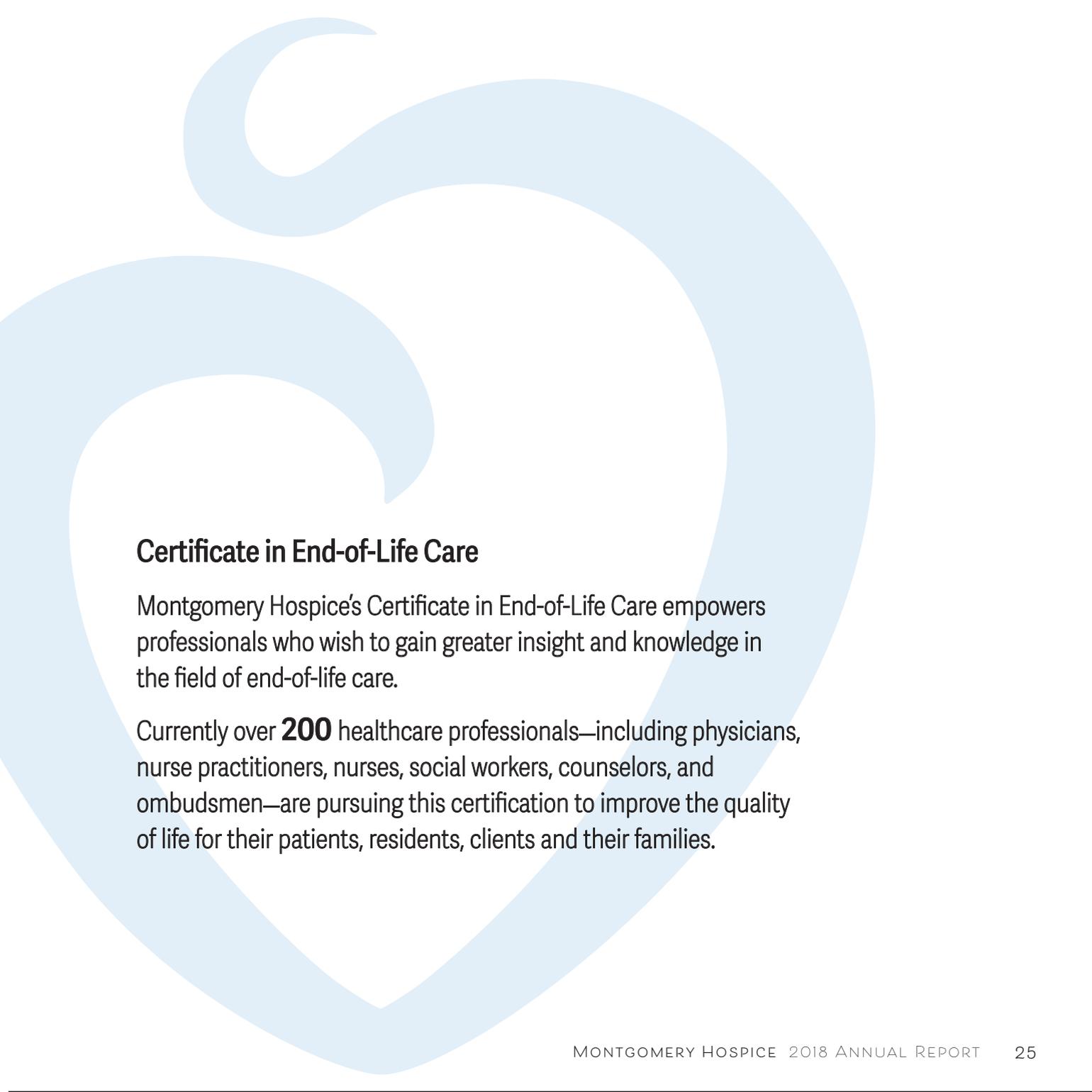
Participation in **11** health fairs with approximately **2,840** attendees.

We launched **“What’s Important to You?”**, a podcast series dedicated to exploring end-of-life topics.

The first two episodes were downloaded 328 times, reaching listeners from all over the world, including people in Japan, Sweden, Germany, Canada and Egypt.



What’s
important
to you?



Certificate in End-of-Life Care

Montgomery Hospice's Certificate in End-of-Life Care empowers professionals who wish to gain greater insight and knowledge in the field of end-of-life care.

Currently over **200** healthcare professionals—including physicians, nurse practitioners, nurses, social workers, counselors, and ombudsmen—are pursuing this certification to improve the quality of life for their patients, residents, clients and their families.

Collaboration

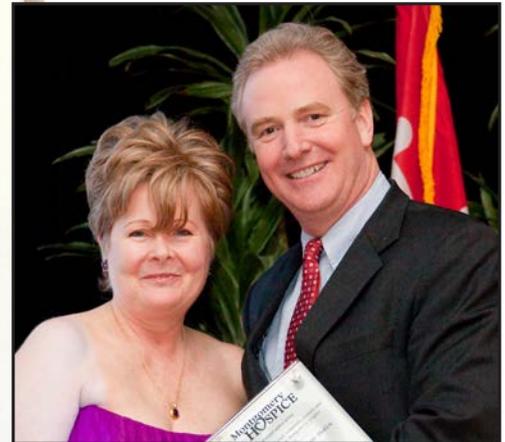
Mutual respect, empathy and trust unite us in providing care.



RECOGNITION

20 years of service
recognized by Congress

U.S. Senator Chris Van Hollen of Maryland honored our President and CEO, Ann Mitchell, in recognition of her twenty years of leadership and dedication as the head of Montgomery Hospice.



Congressional Record

PROCEEDINGS AND DEBATES OF THE 116th CONGRESS, FIRST SESSION

Vol. 165

WASHINGTON, TUESDAY, MARCH 5, 2019

No. 39

Senate

TRIBUTE TO ANN MITCHELL

Mr. VAN HOLLEN. Madam President, today I wish to recognize Ann Mitchell for her 20 years of outstanding dedication and visionary leadership as president and CEO of Montgomery Hospice. I am grateful to Ann for her tireless efforts to provide quality and compassionate end-of-life care and services to residents of Montgomery County, MD.

Ann understands that the experience of people who are dying is extremely personal and that each of us has a cultural identity that is part of our character. When people are in their final weeks of life, Ann believes that it is paramount that each of us is cared for with a deep respect for our cultural identity.

Ann considers herself a global citizen, as she grew up in seven countries around the world. She celebrates diversity and recognizes the value that a multicultural team brings to end-of-life care. Ann has worked diligently to make Montgomery Hospice diverse at all levels, including in senior management, and firmly supports inclusion and equity initiatives.

Montgomery Hospice is well-known for its inpatient hospice, "Casey House"; its

comprehensive "Hospice at Home" service; and its compassionate "Bereavement Care" service. All Montgomery Hospice services support its mission "To Gentle the Journey" for the dying residents of Montgomery County, MD.

A trustee of Smith College, Ann graduated with a major in economics from Smith. She earned a master's in public health at Yale University. For the past 20 years, Ann has led Montgomery Hospice strategically in service to its patients, employees, and volunteers.

I have known Ann for over 20 years, and I can personally attest to the dedication and compassion she has brought to her job. It has been an honor to support her efforts as she enlisted many in our community in her important work. She has been totally committed to her mission of ensuring that every individual in her care is treated with the utmost respect and dignity, and our community is stronger and better because of her work.

I ask my colleagues to join me in recognizing all that Ann Mitchell has done to make a difference in the lives of others.

2018 Montgomery Hospice

Gala

On November 10, 2018, we celebrated Montgomery Hospice's Gala, "It's a Marvelous Night...to Celebrate You."

We honored and celebrated Montgomery Hospice Life Director, Catherine Leggett, and retiring County Executive, The Honorable Isiah "Ike" Leggett, for their service to Montgomery County.

We also celebrated Montgomery Hospice's 340 volunteers for their dedicated service to patients and families.

We are grateful to all who attended and supported this special evening, which raised over \$175,000 for our Volunteer Services program.



2018 GALA SPONSORS

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Suresh K. Gupta, M.D.

Herbology

Hines-Rinaldi Funeral Home, LLC

Joerns Healthcare

Rev. Dr. Sterling and Dr. Rosalyn King, Jr.

The Honorable Isiah and
Mrs. Catherine Leggett

Dov and Elma Levy

M&T Bank

Medline Industries, Inc.

Oppenheimer & Co. Inc.

Sandy Spring Bank

United Service Specialists (A.B. Chelini)

Supporter

Consolidated Insurance Center, Inc.

Cynthia and Joseph Mesmer

Ann Mitchell and Thomas Carroll

Deanna and Gerald Stempler

Annie Totah

Entertainment Sponsor

Dov and Elma Levy

Floral Arrangements

Nauticon Office Solutions



TREASURER'S REPORT



In 2018 Montgomery Hospice remained financially healthy, despite the federal government's Medicare program which pays hospices in Montgomery County at a rate that is below the national average. This was the thirteenth year that Medicare reimbursed Montgomery Hospice at rates lower than those paid to hospices

in Prince George's County, Washington DC, and Northern Virginia; however, in the past three years, the difference in reimbursement has become large and untenable.

In 2018 alone, Montgomery Hospice would have received another \$1 million in Medicare revenue if Montgomery County were reimbursed the same as its metropolitan DC neighbors. Despite this inequity, Montgomery Hospice has been able to offer excellent end-of-life care thanks to the community's generosity. Montgomery Hospice was able to offer more than \$2 million of essential services that are uncompensated or barely paid for by commercial insurance companies and Medicare. These services include Charity Care; Casey House; Bereavement Care; Montgomery Kids; and Complementary and Integrative Therapies.

The community's financial trust and support is essential for the provision of comprehensive service to terminally ill patients and grieving people cared for by Montgomery Hospice.

Thank you. It is because of your generosity that we are able to fulfill our mission, "To Gentle the Journey," and bring compassionate and skilled care to Montgomery County's diverse residents.

Michael Zhuang, Treasurer
 Montgomery Hospice Board of Directors
 MZCapital Founder and Principal

2018 SUMMARY OF OPERATIONS

	2018 Amount
Revenue & Support	
Net Patient Services Revenue	27,320,235
Funds Raised	4,770,066
Other Revenue and Unrealized (Loss) Gain on Investment	(556,429)
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Total Revenue & Support	31,533,872
Expenses	
Hospice Expenses	26,521,793
Management and General	1,742,116
Fundraising	603,802
Total Operating Expenses	28,867,711
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Change in Net Assets	2,666,161
2018 Statement of Financial Position	
Current Assets	10,037,363
Investments	16,882,941
Fixed Assets and other non Current Assets	3,115,897
Total Assets	30,036,201
Current Liabilities	2,802,031
Non Current Liabilities	435,590
Net Assets	26,798,580
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Total Liabilities and Net Assets	30,036,201

WHAT'S NEXT?

In the coming years we will strive to:

Educate

- Provide enhanced tools for adult children caring for their parents.
- Help train the next generation of doctors, nurses, hospice aides, social workers and chaplains.

Innovate

- Meet the needs of patients and their families by using the latest treatments, including complementary and integrative therapies.
- Identify and remove care challenges that occur with the seriously ill and their families.
- Enhance patient-centered approaches applying advanced technology.

Inspire

- Nurture the community's engagement in supporting the work of caring for people at the end of their lives.

Montgomery HOSPICE

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